

INFORMATIONAL LETTER NO. 2079-MC-FFS

DATE: December 31, 2019

TO: Iowa Medicaid Health Home Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

ISSUED BY: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Health Home: Chart Reviews

EFFECTIVE: December 1, 2019

The IME conducts reviews with certain health home providers to assist providers to be compliant with laws, rules, requirements and best practices. This includes reviewing member contact notes to validate that care management monitoring for treatment gaps, defined as health home services in the state plan, have been documented.

When members are selected for a health home chart review, the health home provider will be notified via letter. The health home provider receiving notice of the chart review will be required to provide member documentation via upload through the Iowa Medicaid Providers Access (IMPA) portal.

Providers will be required to submit documentation to support the delivery of the six core health home services including but not limited to:

1. Comprehensive care management plan.
 2. Care coordination.
 3. Health promotion plan.
 4. Comprehensive transitional care plan, including appropriate follow-up, from inpatient to other settings.
 5. Documentation of member and family support (including authorized representatives).
 6. Documentation of referral to community and social support services, if relevant.
- If a member has been enrolled less than a year, submit all core service documentation for the duration of enrollment.
 - If a member has dis-enrolled, but was enrolled for any of the prior year, submit all core service documentation for the duration of enrollment. (Change in tier or lead entity is not considered disenrollment.)

Please submit the required information within 14 calendar days of the date of this letter to the attention of Health Home Chart Review via IMPA. Please select “Health Home” or “Integrated Health Home” as the file type when uploading.

In order to use this process, providers must have accounts set up in the IMPA system. If you have not already registered in IMPA, please follow these instructions to register for a new account.

To register for IMPA if you are a current Individualized Services Information System (ISIS) user:

1. Go to [IMPA](#)¹.
2. Select the “Register New Account” link at the top of the page.
3. Complete the registration form. Your password must be at least eight characters and include one uppercase character, one lowercase character, one digit, and one special character (!@#\$%^&+=). Enter the verification words and click the “Create” link.
4. When you receive the Congratulations message, select “OK”.

To upload documents:

1. Login to IMPA.
2. You will be prompted to leave the system or agree to conditions. Select “I agree (enter the system)”.
3. Under the file menu, hover cursor over “File”, “Upload File”, and then select “Health Home”. (If you do not see this menu item, contact IMPA support at the email address identified at the end of this document).
4. From the dropdown menu, select the appropriate document type “Health Home” or “Integrated Health Home”.
5. Select “Browse” to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again.)
6. Select “Upload” link to begin the upload.

¹ <https://secureapp.dhs.state.ia.us/impa/Default.aspx>

When using the secure upload process, please use the following practices to ensure your documents are submitted as intended:

- An uploaded document should not contain information for more than one member.
- The first page of all uploaded documents should be the [Medicaid Member Documentation Upload Cover Sheet](#)².
- If multiple documents are being uploaded for a single member's review, please label each document with the member name, State Identification Number (SID) and identify which document is being sent in relation to the total number of documents, such as "1 of 3", "2 of 3" and "3 of 3".
- Document size is limited to 10 MB. If you are scanning documents, be sure to scan at resolution that will not result in a large file size.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or email at imeproviderservices@dhs.state.ia.us. Questions specific to IMPA should be sent to IMPA support at IMPAsupport@dhs.state.ia.us.

² <https://dhs.iowa.gov/sites/default/files/470-5403.pdf?112020191832>